

# FACILITIES MAINTENANCE SPECIALIST

**GRADE: 18**

**FLSA: EXEMPT**

## CHARACTERISTICS OF CLASS:

The Facilities Maintenance Specialist performs difficult paraprofessional and administrative work in the Parks and Facilities Maintenance Division. The work requires planning, coordinating, and directing the management of the Rockville Town Center garages and adjoining city properties and interests, including contract and in-house maintenance services. At the direction of the Facilities Property Manager, the incumbent develops and oversees maintenance service contracts and performs field inspections to ensure compliance with contract specifications. The work also entails oversight of the maintenance of the Town Square Plaza, public elevator maintenance and response, and operations to interactive fountains. The incumbent is responsible for developing and managing maintenance operating and CIP budgets. The position also assists the Police department in timely response to vandalism, damage, and incidents. The physical demands are moderate and involve working outdoors in various weather conditions. There is considerable mental effort and stress handling multiple projects concurrently and adhering to schedules and deadlines. The work and services provided affect individual customers, residents, etc., and has a meaningful impact within the service area. The work is subject to general policy direction, practices, and procedures covered by precedents and general supervisory review. The weekly schedule will involve regular weekend and evening work.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

- Oversees the garage parking/maintenance contractor, which is responsible for cleaning, signage, parking guidance, routine maintenance, and customer service.
- Oversees operations of multi-space meters-software and hardware and manages maintenance contracts.
- Oversees all garage security systems, and contracts for cameras, alarms, and related devices.
- Oversees maintenance of alarm and fire suppression systems to ensure that monthly servicing and annual testing is performed and in compliance with State and local regulations.
- Acts as liaison to the City with other entities involved with the Town Center District: Federal Realty Investment Trust (FRIT), condo associations for the various blocks involved, retail businesses, Montgomery County Library and grocery store parking and garage issues.
- Monitors and maintains proper operation of parking guidance systems (“Signal Park”) for each garage and handles the maintenance contracts for both hardware and software components.
- Monitors garage, stairwell, and elevator electrical and lighting operations to ensure safe conditions and proper lighting quality, and interfaces with lighting contractors for timely repairs and replacement.
- Monitors conditions of public elevators and escalator for safe and proper operation, notifies elevator service contractor and other involved entities as to current conditions and needed corrections, and oversees timeliness and success of repairs, emergency response and monthly maintenance.
- Works with City Police on safety, incident, and security events within the garages and surrounding Town Center area.
- Develops and manages garage maintenance operating and CIP budgets.
- Monitors garage physical conditions for needed repairs and correction of defects and/or damage, and directs work of contractors to correct problems and oversees other construction projects.
- Develops drawings and sketches for Town Center garage improvement projects.
- Interfaces with other Town Center entities: FRIT, Condo Associations, County Library, grocery store, and retail businesses for garage-related issues and concerns.
- Oversees parking contractor’s management of monthly employee parking permits.
- Oversees contract for maintenance of Town Square Plaza and other common areas.
- Evaluates and inspects the performance of contractors and ensures that all specifications are met in a satisfactory manner.
- Reviews all invoices pertaining to contracts and processes payments as specified in the contracts.
- Reviews utility bills and processes for payment.

- Responsible for keeping elevators in compliance with State regulations including annual testing and applications for annual re-certification as well as contracts with 24-hour monitoring company for emergency call notification and response proper operation and protocol.
- Oversees maintenance of Town Center core by City staff and contractors (weekends).
- Monitors, maintains, repairs and coordinates with contractors for proper operation of Town Center fountains.
- Performs minor garage maintenance and repairs, as necessary.
- Coordinates with other City departments and divisions regarding maintenance contract services.
- Investigates and ensures satisfactory resolution of citizen complaints, including citizen service requests (CSRs).
- Assists with citywide special events, and assists the Parks Management Team with special projects.
- Prepares reports, writes memos, evaluates performance, and processes service requests.
- Performs other duties as required.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

Any combination of training and experience substantially equivalent to an AA degree in contract management, facilities management or related field, and four years of working experience that would provide the skill necessary for parking management operations. Some experience developing and managing a multi-garage operating budget is preferred. A working knowledge of word processing, Internet research, Microsoft Word and Excel is required. Possession of an appropriate driver's license valid in the State of Maryland.

### **Preferred Knowledge, Skills and Abilities:**

- Knowledge of parks and facilities management, maintenance procedures, procurement, and contracting principles.
- Knowledge of or ability to rapidly acquire knowledge of City government procedures and of the relationships between various City departments.
- Knowledge of and skill in the use of office equipment including and Microsoft Word, and Excel software.
- Ability to plan, organize, and effectively direct the work of a variety of contractors.
- Ability to use the Hansen Work Order System.
- Ability to use the Advantage Financial System.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to make decisions recognizing established precedents and practices; and to use resourcefulness and tact in solving problems.

- Ability to establish and maintain effective and harmonious working relations with associates and persons contacted in the course of the job.
- Ability to perform duties with minimum supervision and to demonstrate independent, self-starting capabilities.
- Ability to read and understand site plans and blueprints.